



Job Location: 400 Deaderick Street – Nashville TN 37243

Assistant Commissioner

(Data Management/Quality Assurance & Control/Policy Management)

The Tennessee Department of Human Services (TDHS) mission is to offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans. Our vision is to be a leader in effectively partnering with human service customers in establishing or re-establishing self-sufficiency to create a better quality of life.

TDHS is seeking an Assistant Commissioner (AC) to direct Quality Improvement and Strategic Solutions (QISS) and serve as a backup to the Deputy Commissioner/Chief Operating Officer (COO) for Budget, Facilities, Finance, IT, and Procurement. The AC position requires experience in data management, business performance optimization and operations. The AC will oversee the daily operations of a large support division and ensure the department is efficient and effective by mapping processes, governing data, providing oversight of quality practices, and managing policies. The following program directors report to this position: Quality Assurance, Quality Control, Policy, and Performance Management.

The AC reports to the Deputy Commissioner/COO and is a senior staff member actively involved in all aspects of support operations. The Assistant Commissioner may be required to oversee operations in the absence of the Chief Operating Officer.

Position Responsibilities:

- Inspire maximum performance and dedication from staff
- Evaluate performance by analyzing and interpreting data and metrics
- Develop and submit reports regarding diverse matters of varying importance
- Evaluate, document, revise and improve business processes to maximize efficiency, effectiveness and compliance with state and federal partners
- Revise and/or formulate policies and promote their implementation
- Manage relationships/agreements with external partners/vendors
- Plan and monitor day-to-day business operations

Skills and Abilities:

- Proficiency managing data analysis, governance and performance metrics
- Outstanding organizational, leadership and relationship building abilities
- Excellent interpersonal and public speaking skills
- Aptitude in critical thinking, decision-making and problem-solving

The ideal candidate should possess the following competencies:

- Strategic agility
- Decision quality
- Action oriented
- Conflict management
- Customer focus
- Developing director reports
- Innovation management
- Managing vision and purpose

Position Requirements:

- Bachelor's degree required
- Master's degree in business, economics, finance, management or public administration preferred.
- Minimum 5 years demonstrated experience and ability to strategize and manage a director level team. Experience with data integration, data governance, data quality, data warehousing, and business intelligence is important. Knowledge of Lean practices, Agile Development, 4DX and Waterfall methodologies is highly preferred.

Information regarding State of Tennessee benefits:

<https://www.tn.gov/hr/employees1/benefits.html>

How to Apply:

- Please submit resume and cover letter outlining your related experience to talent.management.dhs@tn.gov by September 22, 2018. All email submissions must include in the subject line: Assistant Commissioner – Data, Quality and Policy
- **Target Salary:** \$100,000 – 117,000. Salary offer will be commensurate with knowledge, skills and experience directly related to this job.

Applicants may be subject to background check.

Any position could ultimately be designated as work from home, mobile work or free address (i.e. Employees work in office and can choose from various space options based on need for a given day such as private meeting rooms, conference rooms, collaborative spaces and enclaves for individual work assignments.) This position is not designated with flexible work options.

Pursuant to the state of Tennessee's policy of non-discrimination, The Tennessee Department of Human Services does not discriminate based on race, sex, color, creed, pregnancy, national or ethnic origin, age, disability or military services—in the admission or access to, or treatment or employment in its programs, services or activities.